

**DEPARTMENT OF SOCIAL AND HEALTH SERVICES
HEALTH AND RECOVERY SERVICES ADMINISTRATION
Olympia, Washington**

To: Managed Care Organizations
Primary Care Case Management Providers
Indian Health Service Providers
Tribal Health Clinic Providers

Memorandum No: 06-16
Issued: April 10, 2006

From: Douglas Porter, Assistant Secretary
Health and Recovery Services
Administration (HRSA)

For information, contact:
800.562.3022 or
<http://maa.dshs.wa.gov/contact/prucontact.asp>

Subject: Disenrolling AI/AN Clients from Managed Care Upon Request

This memorandum clarifies the department's policy on disenrolling American Indian/Alaska Native (AI/AN) clients from managed care upon their request.

According to [WAC 388-538-060\(2\)](#), clients who are American Indian/Alaska Native (AI/AN) and who meet the provisions of [25 U.S.C. 1603 \(c\)-\(d\)](#) for federally recognized tribal members and their descendants have the choice of:

- (a) Enrollment with a managed care organization (MCO) available in their area;
- (b) Enrollment with an Indian or tribal primary care case management (PCCM) provider available in their area; or
- (c) The department's fee-for-service system.

Therefore, in compliance with [WAC 388-538-130\(6\)\(a\)](#), the department disenrolls an AI/AN client from managed care upon his or her request. If the AI/AN client disenrolls after the first of the month and the department has already paid the premium for that month, the department with agreement from and/or reconciliation with the plan will recoup the premium.

How to Request Disenrollment

To request disenrollment, the AI/AN client must:

- Call the Medical Assistance Customer Services Center (MACSC) at 1.800.562.3022 to request disenrollment; or
- Fill out a Managed Care Enrollment/Disenrollment Request [DSHS 13-778] at: <http://asd.dshs.wa.gov/forms/> and mail or fax it to::

HRSA-Division of Customer Support
PO Box 45535
Olympia WA 98504-5535
FAX: 360.725.2144

How do I conduct business electronically with HRSA?

You may conduct business electronically with HRSA by accessing the WAMedWeb at:
<http://wamedweb.acs-inc.com>.

How can I get HRSA's provider issuances?

To obtain HRSA's provider numbered memoranda and billing instructions, go to HRSA's website at <http://maa.dshs.wa.gov> (click on the **Billing Instructions/Numbered Memoranda** or **Provider Publications/Fee Schedules** link).

To request a free paper copy from the Department of Printing:

1. **Go to:** www.prt.wa.gov (Orders filled daily.)
 - a) Click **General Store**.
 - b) If a **Security Alert** screen is displayed, click **OK**.
 - i. Select either **I'm New** or **Been Here**.
 - ii. If new, fill out the registration and click **Register**.
 - iii. If returning, type your email and password and then click **Login**.
 - c) At the **Store Lobby** screen, click **Shop by Agency**. Select **Department of Social and Health Services** and then select **Health and Recovery Services Administration**.
 - d) Select **Billing Instructions, Forms, Healthy Options, Numbered Memo, Publications, or Document Correction**. You will then need to select a year and then select the item by number and title.
2. **Fax/Call:** Dept. of Printing/Attn: Fulfillment at FAX 360.586.6361/ telephone 360.586.6360. (Orders may take up to 2 weeks to fill.)